

Complaint Tracking for Texas

Jun-01

| Tracking # | Date of Compl. | Cat. # Compl. | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|------------|----------------|---------------|--|--------------------|--|
| 7153 | 05/10/01 | 5 | Dialed a nbr, no one home. Wanted to dial a 2nd nbr, the agent hung up on me. | 05/11/01 | Apologized for the customer's inconvenience and explained that it might have been a computer problem & let the custome know it would be looked into. Agent no longer w/company. |
| 6383 | 05/21/01 | 29 | Global Block not working. CS stated GB in place. TT #03793270. (issue w/SD Relay?) | 12/30/01 | TT result: working ticket with Troy K and customer service. SD confi blocked the caller, ORB problem have caused the block to not work but we have been unable to find times that match up with that case. Checking with Joline to get more info, Troy is also |
| 3019C | 06/02/01 | 29 | Customer calling from cell phone and ANI showing to agents is 713 area code, no phone nbr, info digits 23. Agents are asking for callig from nbr but because customer's cell area code is different from area code showing, agents are not processing the call | 08/15/01 | AM called customer on three separate occasions and never got a response. |
| 1449 | 06/02/01 | 17 | TTY user says agent called her a bitch & that she knows this beause she saw "ch" on the screen. Looked at screen & saw nothing to indicate name calling. Told TTY thank you for informing me and would bring it to agent's supe's attention. | 06/02/01 | Talked to both the CA and the ACU who assisted. CA handled the call as per customer instructions. Miscommunication was caused by data crash when TTY interrupted. The ACU did get a chance to look at the text on the screen and at no time was the caller c |
| 7179 | 06/02/01 | 21 | Customer upset about new caller ID feature. She thinks it is ridiculous and unnecessary. Also she is upset that they were not informed of the change. | 06/02/01 | AIC blocked caller ID permanently. Explained feature added as enhancement to service. Will pass on comments to AM as FYI only. |
| 7180 | 06/02/01 | 21 | Customer complained that Relay made harassing phone call to them. Supe explained that agents have no control of call. Customer wantd agents to hang up when calls are harassing. Explained that agent could not hang up of own accord but I could transfer t | 06/02/01 | Customer did not want to be contacted by AM. Explained call content cannot be edited. Policy regarding transparency and caller control explained to customer. |
| 3023C | 06/03/01 | 35 | Customer says she finds the msg (caller ID will send) offensive. She says Relay does not voice that msg to the hearing so why should it be sent to the TTY users. CS informed customer that her comments would be passed on to mgmt. | 06/07/01 | Thanked customer for suggestions & comments, would take under advisement. |

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| 1452 | 06/05/01 | 4 | TTY customer was upset that CA did not inform him when caller ID was blocked after asking CA to do so. CA explained that she did indeed press CTRL O but no msg came across screen. TTY customer would type msg then type GA. When I tried to respond, custe | 06/05/01 | Once TTY user quit interrupting, I did dinform him that all of this info would be documented & supe would discuss w/CA. Customer again accused me of interrupting, told me I was very rude & then disconnected. CA is aware macro sends when CA outdials. T |
| 3038C | 06/06/01 | 3 | Customer first called to report that the agent she received was not a TX Relay opr. After getting agent ID, CS explained that although this agent was not located in TX, she is still a TX Relay opr. The customer went on to say that she had asked the agen | 06/08/01 | CA stated that she reduced the modem speed & followed the customer's notes. |
| 7925 | 06/09/01 | 11 | Called Relay and got Spanish agent. She did not type to me, just talked to me. She did not put my call thru. I hung up and called Relay back and got another agent (see next complaint) that also refused to put my call thru. I apologized to customer. H | 06/14/01 | FL Response: As w/complaint 7926, agent stated that the call came in on the voice line. Agent was coached on how to handle this situation and to switch the line to the TTY line F1. |
| 7926 | 06/09/01 | 11 | I called Relay and got Spanish agent that did not type to me - she just talked. She did not put my call thru. | 06/14/01 | Apologized to customer and said supe would be notified. FL response: Agent stated call came in on voice line. When customer began to speak the agent assumed it was voice to TTY call. Agent coached on how the situation could have been dealt w/differen |
| 1457 | 06/11/01 | 17 | TTY customer was upset that agent was interrupting while custoemr typed. I informed custoemr that after observing the computer screen, I saw no indication that agent began to type before given a GA, but this matter would be investigated. Customer called | 06/11/01 | Customer continually interrupted as I was trying to type response. I repeated that the matter would go to supe. Customer said I was not giving good service & call ended. As stated there was no interrupting made by CA while TTY user was typing. ACU con |
| 3058C | 06/12/01 | 3 | (phone nbr not provided by customer) Customer called in for a phone nbr & I informed him that he needed to call Relay and have them call DA for that info. Customer's reply was "but the Relay transferred me to DA". I told the customer that they had been | 06/12/01 | Opr remembered this call. She thought the customer wanted to be transferred to CS to ask a different question. Coached opr to ensure that customer intent is clear before any transfer is made. |
| 3062C | 06/13/01 | 21 | Customer having problems calling from cell phone due to ANI/NPX nbr on agent's screen was not customer's ANI. Cell phone has free LD. CS apologized for inconvenience and informed customer that this report would be sent to call ctr. Thanked him for let | 06/19/01 | Spoke w/CA & advised when call came in, she asked for nbr calling to. Customer gave her a nbr & she started to process call, he got on and said "why are you calling me?" then told her nbr he 1st gave her was his cell phone nbr. Customer advised CA befor |

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| 3065C | 06/14/01 | 33 | Customer called CS thru agent 7198F. Customer reports that he is occasionally unable to make LD calls thru Relay using his COC - AOL. After speaking w/supe, CS discovered that customer is able to place in state & out of state LD calls using AOL, however | 07/06/01 | Emailed customer - customer satisfied. |
| 7190 | 06/16/01 | 17 | Agent was rude & uncooperative when asked for agent ID. Refused to provide. | 06/21/01 | Apologized for experience & assured customer contact would be forwarded to appropriate call ctr. |
| 5115 | 06/16/01 | 5 | Customer stated that 7131M hung up on him. Customer was told that CA would be spoken to by supe concerning matter. Customer requested contact regarding resolution. | 06/19/01 | Agent does not recall any incident of this nature occurring. Often callers are disconnected after receiving no response for a longer period. Suggest to asking supe assist on all disconnects. |
| 3085C | 06/18/01 | 24 | Customer says she attempted to call the Passport CS line via the 900 TX Relay nbr. When the line connected she could detect but not hear that it was answered by voice. RCS is not able to do test calls on 900 nbrs so we do not know if she connected to a L | 08/15/01 | Called customer and let her know she may have 900 blocks and they would look into it. |
| 3086C | 06/18/01 | 12 | Ken of the ACU at LB called on behalf of this customer. He assisted on a 2LVCO call that was frustrating for all involved. The agent was setting up the call correctly however the person answering the 2nd line kept hanging up on Relay and the call ended | 07/05/01 | The switchboard opr at the VCO person's location was disconnecting the relay agent everytime they tried to call and get connected to VCO and line. Training dept informed of agent performance issues conveyed by K. Taylor (LB ACU) |
| 1471 | 06/18/01 | 21 | CA's did not follow instructions. | 06/18/01 | Caller's instructions were vague, CA's who asked for clarification, met w/abrupt answers from caller. CA's dialed out, processed call as they interpreted the request. CA's were correct in the processing of this call, ok to verify. Caller was apologized |
| 7191 | 06/18/01 | 21 | Voice customer upset that agent did not announce or explain service. Background was relayed that the voice person did not know was being relayed. I explained that if the TTY customer tells us not to announce or explain - that we do not. He was very ups | 06/18/01 | I explained policy & told customer that I would take this complaint and it would be posted. |
| 9990 | 06/20/01 | 3 | Customer asked agent to speak slowly on several occasions and agent did not do as asked. | 06/21/01 | I told customer this would be relayed to agent's supe. Agent did as customer requested - speak slowly and if volume was high enough and customer responded that it was fine and everything was ok. Customer confirmed she was satisfied w/agent's service dur |

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| 7193 | 06/20/01 | 4 | Customer upset because agent called nbr and switched back over after 10 rings and told him there was no ans. He asked the agent to let it continue ringing. The agent switched back over then came back and said it was ans by a recording. Since he could n | 06/21/01 | AIC apologized to customer but told him w/out agent ID or supe name, there is no way to find out who did it. I told customer I would forward his complaint to training supe. Customer has no way of being reached but demanded this situation be corrected fo |
| 6441 | 06/20/01 | 1 | Caller had to ask twice to get agent to dial nbr & then she left part of phone nbr out. I apologized for the inconvenience and told him the supe will be notified and thanked him for letting us know. | 06/21/01 | Discussed this w/agent & agent said she did not speak w/this customer. The last time she spoke to this customer was 2 wks ago. Agent will call supe asa receives her call. |
| 6441 | 06/20/01 | 3 | | | |
| 6443 | 06/21/01 | 17 | Customer called CS to ask for a list of nbrs for other Relay ctrs in other states not under Sprint. CS took call & said that this list has already been sent to customer 4 times and was very rude to caller. Caller wanted CS rep reported to her supe and I | 08/04/01 | CS Reps have the directive to refer this customer to the AM. Customer repeatedly calls CS w/the same requests over and over again. CS Rep Michelle may have been firm w/customer in order to get the customer to understand that she needs to call the AM w/h |
| 7194 | 06/21/01 | 21 | Customer reported that last night, agent used the customer's first name when talking w/her & told customer that she had handled her calls before and remembered her phone nbr & name. | 06/21/01 | Apologized to customer. Discussed w/agent and agent will not use customer's name and will call supe asa she gets this customer. |
| 3100D | 06/21/01 | 16 | Customer had placed a Relay TX call previously w/agent 7232 and had commended them. Customer said they hung up and called back in 4 mins and got agent 7870 who was talking w/someone in the background. Customer said hello? And agent responded what do yo | 06/21/01 | Discussed w/agent priority of call. Do not talk while on a call. Make sure co-worker are not talking while you are on a call. Your priority is the customer w/courtesy. |
| 3100D | 06/21/01 | 17 | | | |
| 3104D | 06/22/01 | 35 | Customer unhappy about new msg she is receiving at beginning of call regarding caller ID and would like it eliminated and would also like to shorten every single thing you ask Relay TX to do for the customer and the call person. CS thanked customer for c | 07/12/01 | Explained that it was a policy issue - understood - no problem. |
| 7159 | | | VOID - out of sequence | | |
| 7188 | | | VOID - customer called CS. | | |
| 7933 | 06/23/01 | 5 | I would like to report that agent 7917F hung up on me. I was not finished w/my call and the agent typed SKSK and hung up on me. Apologized to customer and assured them CA would be spoken with. | 07/07/01 | Spoke w/CA & CA didn't remember call, but would contact GM if callers are not responding. |
| 7199 | 06/30/01 | 17 | I spoke w/ a supe beause I had a problem w/2 agents (7729F & 7736F) because neither agent blocked my Caller ID. Supe acted rude & unprofessional. | 07/05/01 | Customer complained that agents did not block her calls. Supe told her that all calls from this nbr were already blocked and if she requested agents to block her call when she calls in, it is possible that they will hit the block button & accidentally en |